

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9435

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
328371	11/20/2013	11/6/2013	11/21/2013				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jeffrey	Jones	133 Le Roy	River Rouge	MI	48218		H 313-450-5907 E jeffreymarianne@comcast.net

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4060	HARD OFF SAFE		Unknown
S FSR	Concern:1007	Fired on Safe Release		
C				

11/6/13: Customer called in. He stated he saw an episode about the Model 700 on 20/20 and his gunsmith told him that he will not work on the M/700 any longer. Customer stated that his rifle fired on safe release - no damage, no injury. Customer did not have an approximate date of the incident. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	C6251657	KI	5/5/1988
Date Purchased	Where Purchased	Accessories	Original Owner			
	K MART ENTERPRISES		Y			

CONCERN: FSR

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Repair @ n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$46					

11/7/13: Mailed ARS, letter, SR paperwork. Box order# 1560360. df 11/12/13: I returned Jeffery Jones voicemail. He was wanting to know status of box and shipping label. I advised that paperwork went out in the mail and per UPS tracking, the box was delivered today. jbi 11/14/13: Customer called in. He said is hasn't received his ARS & paperwork. I mailed them out again. df 11/22/13: Per Ilion - Very hard off safe. Could not duplicate concern. Replace TA, check over & test fire @ n/c. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/21/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4060	HARD OFF SAFE	SAFETY WORKS VERY HARD OFF SAFE
Barrel	Description		22" 3006 SPRG
	Date Code		KI
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	--Select--	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Worn; Functioning	

Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	VERY HARD OFF SAFE
	Pull	---Select---	4.5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Non-Bolt Lock	

# Remington®

22"  
KIS/B.  
4.5  
.010

COPY

November 7, 2013

JEFFREY MARIANNE @ COMCAST.NET  
9435

Jeffrey Jones  
133 Le Roy  
River Rouge, MI 48218  
Phone: 313-450-5907

Ref # 9435, Model 700, Serial # C6251657

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory. This shipping label is for a UPS Hub or UPS Terminal. A box will arrive separately.

**Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service".** Product Service will be inspecting the firearm.

Sincerely,  
Dell Fulcher  
Consumer Affairs Administrator  
Remington Arms Co, LLC  
Phone: 1-800-243-9700 ext 8686  
Fax: 336-548-7872

RECEIVED  
NOV 22 2013

BY:.....

Serial  
Number:

C6251657

Model: 700



RE00328371

Very hard off sale  
could not disp. concerns  
Rup T.A. check over  
+ test AT M/C

#23045

Remington Arms Company, LLC • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

PS 32632

# Service Request

Remington Service  
PO Box 700

Madison, NC 27025-0700



ATTN: Product Service

Parts and Repairs: P:800-243-9700/F:336-548-7801

[www.Remington.com](http://www.Remington.com)

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **PLEASE RETAIN THIS COPY FOR YOUR RECORDS.**

<b>Service Request Number</b> SR00066896	<b>Serial Number / Description</b> C6251657 Model 700 Center Fire Caliber: 3006	<b>Date of Request:</b> 11/07/2013 <b>Date Printed:</b> 11/07/2013
<b>Customer:</b> JEFFREY JONES 133 LE ROY RIVER ROUGE, MI 48218 US Email: <i>JEFFREY.MARIANNE@COMPASS.NET</i>	<b>Destination:</b> Arms Services 14 Hoefer Ave Ilion, NY 13357 US Email:	

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

**Reason For Return**  
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

**Service Request Section**  
Product Service # 9435.dmf

Parts And Service Details		
Material	Type	Description
		Qty Needed
		Warranty
		Price
		Disc
		Amount

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

**Sub Total:** .00  
**Est Sales Tax:** .00  
**Grand Total:** \$ .00

## ARS LABEL REQUEST FORM

DATE: 11/07/2013	Service Request # SR00066896
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: <span style="background-color: #cccccc;">Richards</span>	email address: I WILL MAIL LABEL

Business:	Remington Service PO Box 790 Madison, NC 27025-0790 <a href="http://www.Remington.com">www.Remington.com</a>
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### LABEL INFORMATION

MAIL LABEL TO:	JEFFREY JONES 13916 ROY RIVER ROUGE, MI 48218 US SR00066896  Email:
RETURN ITEM TO:	ILN  Arms Services



1st request

4XX896 NOV 7, 2013 ALL CURR USD 1 OF 1  
 SVC UNDCOM ACT WT 10.0 LBS  
 TRACKING# 124XX6989005230132  
 REF 1: SR00066896  
 REF 2:

HANDLING CHARGE 0.00			
SINGLE-PIECE PUB RATE CHRG:			
SV 0.00	COO 0.00	RS 0.00	SVC T/P USD
DC 0.00	DDO 0.00	SD 0.00	
DR 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 10.34		PUB+HANDLING 10.34	

ATTN: Product Service

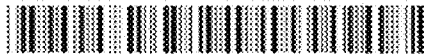
## ARS LABEL REQUEST FORM

DATE:	11/15/2013	Service Request #	SR00066896
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	bulford@n	email address:	INTEL MAIL LABEL

<b>Business:</b>	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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### LABEL INFORMATION

<b>MAIL LABEL TO:</b>	JEFFREY JONES 137 LEROY RIVER ROUGE, MI 48218 US SR00066896  Email:
<b>RETURN ITEM TO:</b>	ILN Arms Services



4XX596      NOV 15, 2013      ALL CURR USD      1 OF 1  
SVC ENDCON      ACT WT 10.8 LBS  
TRACKING# 124XX5969067189469  
REF 1: SR00066896  
REF 2:

HANDLING CHARGE 0.00		SVC 1/P USD	
SINGLE-PIECE PUB RATE CHRG:			
DY 0.00	COO 0.00	RS 0.50	
DC 0.00	CCO 0.00	SD 0.00	
WH 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 10.34		PUB+HANDLING 10.34	

ATTN: Product Service
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